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DEVELOPMENT**

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**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens  
Communications Section  
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**BHCE/BWP OPERATIONS MEMO**

**No: 04-24**

**DATE: 05/03/2004**

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>	★		

**PRIORITY: HIGH**

**SUBJECT: Training and Certification of Nursing Assistants in Wisconsin**

**EFFECTIVE DATE:** Immediately

**PURPOSE**

There are two reasons for this memo:

- (1) To emphasize the importance of the Department of Health and Family Service (DHFS) requirements for training and certifying Workforce Investment Act (WIA) and Wisconsin Works (W-2) participants as nursing assistants; and
- (2) To highlight procedures to ensure nursing assistant training providers on the WIA State List of Eligible Training Programs and Providers are approved by DHFS.

**BACKGROUND**

The Department of Health and Family Services (DHFS) continues to receive complaints from students who have paid fees and enrolled in training programs, but are not allowed to take the state competency tests for certification as a nursing assistants. According to DHFS policies, all persons in Wisconsin who desire to become certified nursing assistants must receive training from an approved training provider before they can take the competency test for certification. This means WIA and W-2 participants need to receive nursing assistance training from a training provider that is approved by DHFS and on their trainer registry. DHFS contracts with

Promissor, Inc., a national assessment agency, to deliver the state approved, standardized nursing assistant competency test for certification. Promissor uses the trainer registry to determine a trainee's eligibility to take the test.

This requirement also applies to participants who receive nursing assistance training in another state. In order to take the test for Wisconsin certification, the trainee must show that the out-of-state agency was approved by the State in which the training was given. It is up to the trainee and the sponsoring agency to ensure they have the required paperwork completed in order to take Wisconsin's certification test. Also, these nursing assistant trainees cannot work in Wisconsin until they receive their Wisconsin certification and are on the Wisconsin Nurses Aide Registry.

The WIA State List of Eligible Training Programs and Providers is the source of information for WIA participants with Individual Training Accounts (ITAs). Participants and their case managers are required to select a training program and provider from this State List. To ensure consistency between DHFS trainer registry and the State List, changes need to be made in approving and verifying training provider applications for nursing assistant training programs.

Currently there are some training providers on the State List that are not approved by DHFS. Of these, a few are in the 90-day process of seeking approval from DHFS. The process for removing these non-approved training providers will follow the procedures established in Wisconsin's Initial Year policy.

### **ACTION**

1. WIA Workforce Development Boards and W-2 agencies need to keep up to date on the DHFS registry of approved nursing assistant trainers. The trainer registry is updated the first of every month. The registry is available at the following web site:  
<http://dhfs.wisconsin.gov/caregiver/NATD/NATDintro.htm>.

**NOTE ➤** The status of a training provider can change from month to month. The training must take place during the period of time the training provider is approved in order for the trainee to take the competency test for certification. Questions about the registry and approval requirements should be directed to:

DHFS/Caregiver Regulation and Investigative Section  
2017 International Lane, Suite 300  
Madison, WI 53704  
Phone (608) 243-2019

2. WIA and W-2 case managers need to follow-up to make sure their participant was able to take the test.
3. Case managers of WIA and W-2 participants need to inform their participants interested in becoming certified nursing assistants of the following information:

- DHFS approval and testing requirements for certification.
  - Performance information on nursing assistant programs in the State of Wisconsin. (DHFS is working to make this accessible on their web-site. You will be notified when it is available.)
4. The Division of Workforce Solutions (DWS) will work with local Workforce Development Boards to remove training programs and their providers from the State List that are not approved by DHFS. This is currently in progress. In addition, DWS will notify all WDBs of nursing assistant training programs and providers that received a letter to remove them from the State List.
5. Immediately, the following procedures apply to new nursing assistant training providers who apply to be on the WIA State List:
- On the standard training provider application, “Question C., Part 3: Training Provider Information” must be filled in with a yes. The applicant also must indicate that it is approved by DHFS and on the DHFS registry. The application cannot say that the provider's approval is pending. The applicant must be able to show its approval letter from DHFS. A copy is kept on file by the Workforce Development Board (WDB).
  - The local WDB reviews the application to make sure Question C is answered correctly and the letter of approval is available. They then follow the usual procedure and send it to DWS.
  - DWS reviews the application approved by the local workforce development board and verifies Question C. They check the DHFS Registry and also communicate with the DHFS/Caregiver Regulations and Investigative Section about the status of the training provider. If DWS verifies that the applicant is approved and is on the DHFS registry, the provider is added to the State List.
  - DHFS Caregiver and Regulations Section will keep DWS informed if a nursing assistant training provider is in jeopardy of losing their approval status. DWS will communicate this to the field.

## CONTACTS

WIA Contact Information  
Local Program Liaisons

W-2 Contact Information  
Regional Office Staff

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DWS/BDS/MAC